



**STATE OF TENNESSEE
DEPARTMENT OF HUMAN SERVICES**

JAMES K. POLK BUILDING
505 DEADERICK STREET
NASHVILLE, TENNESSEE 37243-1403

TELEPHONE: 615-313-4700 FAX: 615-741-4165
TTY: 1-800-270-1349
www.tn.gov/humanservices

BILL LEE
GOVERNOR

DANIELLE W. BARNES
COMMISSIONER

October 22, 2019

Ms. Tamaría Wilson, Executive Director - CEO
Open Door Inc.
5163 McPherson Cove
Memphis, Tennessee 38116-8650

Dear Ms. Wilson,

The Department of Human Services (DHS) - Division of Audit Services staff conducted an unannounced on-site monitoring review of the Summer Food Service Program (SFSP) at Open Door Inc. (Sponsor), Application Agreement number 00611, on September 11, 2019. The purpose of this review was to determine if the Sponsor complied with *Title 7 of the Code of Federal Regulations (CFR)* applicable parts, applicable agreement, and applicable Federal and State Regulations.

Based on our review of the Sponsor's records and information provided, the Sponsor had one feeding site operating during the June 2019 review period. **0010 Holmes** was selected for the sample feeding site for on-site monitoring. However, since the Sponsor added more feeding sites during July 2019, we included those feeding sites in our review. Feeding sites **0015 Chandler Park** and **0014 Emerald Ridge Winchester** were selected for sample feeding sites for July 2019, for on-site monitoring. We reviewed meal counts records, training documents, delivery tickets, the Sponsor's monitoring reviews' documents and racial and ethnic data for the feedings sites operating during June and July 2019. According to the Sponsor's notes within TIPS, the Sponsor ceased operation for the SFSP on July 30, 2019.

Background

SFSP Sponsors utilize meal count sheets to record the number of breakfast, lunch, supper, and supplement meals served. Meals served by participating Sponsors must meet the minimum guidelines set by the United States Department of Agriculture (USDA) and DHS to be eligible for reimbursement. The SFSP Sponsor reports the number of meals served through the DHS Tennessee Information Payment System (TIPS) for reimbursement.

We inspected meal counts sheets for our review period and reconciled the meals claimed to the meals reported as served for each meal service. We also assessed compliance with civil rights

requirements. In addition, we observed meal services during our on-site visits at sampled feeding sites throughout the review period.

Our review of the Sponsor's records for June and July 2019 disclosed the following:

1. The Sponsor reported the number of meals claimed for reimbursement incorrectly, resulted in disallowance of over 200 meals claimed for reimbursement

Condition

June 2019

During our on-site monitoring visit to the Sponsor on September 11, 2019, we requested and reviewed meal count sheets to support the Claim for Reimbursement. The Claim for Reimbursement for June 2019 reported 1,044 first breakfast meals, zero second breakfast meals, 1,130 first lunch meals, and zero second lunch meals prior to any meal disallowances. However, based on our review of the Sponsor records, we noted 1,055 first breakfast meals and 1,130 first breakfast meals. The differences were based on the following:

Holmes 0010 (*feeding site*)

The claim for reimbursement for June 2019 reported 1,044 first breakfast meals and 1,130 first lunch meals. However, our review of the available records reconciled 1,055 first breakfast meals and 1,130 first lunch meals prior to any meal disallowances.

As a result, the Sponsor under reported the breakfast meals by eleven. (See Exhibit B).

July 2019

During our on-site monitoring visit to the Sponsor on September 11, 2019, we requested and reviewed meal count sheets to support the Claim for Reimbursement. The Claim Reimbursement for July 2019 reported 2,178 first breakfast meals, zero second breakfast meals, 3,501 first lunch meals, zero second lunch meals, 2,753 first supper meals, and zero second supper meal. However, based on our review of the Sponsor records, we noted 2,161 first breakfast meals, 3,365 first lunch meals, and 2,674 first supper meals prior to any meal disallowances. The differences were based on the following:

Breakfast Meals

Site	Reported	Verified	Difference	Exhibit
0010 Holmes	2,178 Breakfast meals	2,162 Breakfast meals	-16 Breakfast meals	D

As a result, 16 breakfast meals claimed for reimbursement were disallowed.

Lunch Meals

Site	Reported	Verified	Difference	Exhibit
0010 Holmes	2,225 Lunch Meals	2,178 Lunch Meals	-77 Lunch Meals	D
0014 Emerald Ridge Winchester	1,246 Lunch Meals	1,187 Lunch Meals	-59 Lunch Meals	E

As a result, 136 lunch meals claimed for reimbursement were disallowed.

Supper Meals

Site	Reported	Verified	Difference	Exhibit
0017 Castalia	755 Supper Meals	731 Supper Meals	-24 Supper Meals	H
0015 Chandler Park	851 Supper Meals	796 Supper Meals	-55 Supper Meals	F

As a result, 79 supper meals claimed for reimbursement were disallowed.

Criteria

Title 7 of the Code of Federal Regulations, Section 225.9 (d)(5) states, "... In submitting a claim for reimbursement, each sponsor shall certify that the claim is correct and that records are available to support this claim..."

Title 7 of the Code of Federal Regulations, Section 225.15(c)(1) states, "Sponsors shall maintain accurate records justifying all meals claimed and documenting that all Program funds were spent only on allowable Child Nutrition Program costs. Failure to maintain such records may be grounds for denial of reimbursement for meals served and/or administrative costs claimed during the period covered by the records in question. The sponsor's records shall be available at all times for inspection and audit by representatives of the Secretary, the Comptroller General of the United States, and the State agency for a period of three years following the date of submission of the final claim for reimbursement for the fiscal year."

Recommendation

The Sponsor should ensure that claims for reimbursement are completed correctly and based on accurate supporting documents.

2. The Sponsor point of service meal count sheets contained errors

Condition

During our on-site monitoring visit to the Sponsor on September 11, 2019, we requested meal count sheets for all operating feeding sites during the review period. The Sponsor provided meal count sheets that claimed meals as served for which the meal count sheets indicated that more or fewer meals were served. For example, On June 25, 2019, the meal count sheet for the feeding site **Holmes** showed that 85 breakfast meals were marked at the point of service, however, the Sponsor claimed 84 meals as served, resulting in one meal allowed. Meals must

be marked at the actual point of service. Below is a summary of the overstated or understated meals:

June 2019

At feeding site **Holmes** on June 25, 2019, the Sponsor claimed 84 breakfast meals but the point of service count sheet showed 85.

As a result, one breakfast meal was underreported. (See Exhibit B)

July 2019

Name of Site	Number of first meals allowed/disallowed	Dates meals were allowed/disallowed	Exhibit
0010 Holmes	-2 Breakfast meals	07/07/19	D
0014 Emeral Ridge Winchester	+8 Lunch meals	07/26/19	E
0016 Lenow Park	-8 Supper meals	07/28/19	G

As a result, two breakfast meals and eight supper meals claimed for reimbursement were disallowed and eight lunch meals were underreported.

Criteria

The USDA Administration Guide Summer Food Service Program, page 112 states, "Only complete meals served to eligible children can be claimed for reimbursement. Therefore, meals must be counted at the actual point of service, i.e., meals are counted as they are served, to ensure that an accurate count of meals served is obtained and reported..."

Recommendation

The Sponsor should ensure that Point of Service sheets are completed properly and reported the meals served accurately for reimbursement.

3. The Sponsor provided meal count sheets that were not signed/certified by feeding site supervisor

Condition

During our on-site monitoring visit to the Sponsor on September 11, 2019, we requested meal count sheets for all operating feeding sites during the review period. The Sponsor provided meal count sheets for Breakfast and Lunch dated June 16th and June 17th at the **Holmes** feeding site that were not signed/certified by the feeding site supervisor.

As a result, 37 breakfast meals and 37 lunch meals claimed for reimbursement were disallowed. (See Exhibit B)

Criteria

Title 7 of the Code of Federal Regulations, Section 225.9 (d)(5) states, "... In submitting a claim for reimbursement, each sponsor shall certify that the claim is correct and that records are available to support this claim..."

Title 7 of the Code of Federal Regulations, Section 225.15(c)(1) states, "Sponsors shall maintain accurate records justifying all meals claimed and documenting that all Program funds were spent only on allowable Child Nutrition Program costs. Failure to maintain such records may be grounds for denial of reimbursement for meals served and/or administrative costs claimed during the period covered by the records in question. The sponsor's records shall be available at all times for inspection and audit by representatives of the Secretary, the Comptroller General of the United States, and the State agency for a period of three years following the date of submission of the final claim for reimbursement for the fiscal year."

Recommendation

The Sponsor should ensure that claims for reimbursement are signed/certified by feeding site personnel.

4. The Sponsor served meals that were taken offsite

Condition

During our on-site visit on July 18, 2019, at feeding site ***Emeral Ridge Winchester***, we observed 36 lunch meals served and then taken offsite. The Sponsor did not report and claim meals correctly in TIPS. In addition, the Sponsor did not provide documentation from the National Weather Service of the heat index from July 18, 2019, if that was a reason for the meals to be taken offsite.

As a result, 36 lunch meals claimed for reimbursement were disallowed. (See Exhibit E)

Criteria

The Summer Food Service Program 2016 *Administrative Guide* for sponsors, page 133 states meals are non-reimbursable if they are consumed off-site.

According to USDA Memorandum Demonstration Project for Non-Congregate Feeding for Outdoor Summer Feeding Sites Experiencing Excessive Heat, Memo Code: SP28-2019, SFSP 13-2019, states, "Sponsors must document the NWS Excessive Heat Advisory, Excessive Heat Warning, or Excessive Heat Watch and maintain the records on file for review. Meals taken offsite may only be claimed on days for which documentation is maintained. Sponsors must print an electronic copy of the NWS notice...this notice is only posted on this site on the day on which the area experienced extreme heat, so if this is not documented on the day of extreme heat, it cannot be verified later."

Recommendation

The Sponsor should ensure children remain on-site during the consumption of meals. If there is a heat advisory, proper documentation should be maintained to claim meals taken off-site.

5. The Sponsor provided menus that did not meet the USDA meal pattern requirements

Condition

Based on our review of the menus provided by the Sponsor for June and July 2019, we noted that menus for feeding site ***Holmes*** for the following dates were not in accordance with the USDA meal pattern requirements:

Date	Feeding Site	Menu	Type of Meal	Number of Meals Disallowed
06/19/19	Holmes	Menu Listed: Cereal and 1% milk Deficiency: fruit component	Breakfast	8
06/20/19	Holmes	Menu Listed: Chicken nuggets, wheat bread, green beans, fruit cocktail, and 1% milk Deficiency: No CN label provided for chicken nuggets	Lunch	115
07/07/19	Holmes	Menu Listed: Turkey nuggets, wheat bread, carrots, oranges and 1 % chocolate milk Deficiency: No CN label provided for turkey nuggets	Lunch	62
07/11/19	Holmes	Menu listed: Chicken nuggets, mixed fruit, creamed potatoes, wheat bread, and 1% milk Deficiency: No CN label provided for chicken nuggets	Lunch	74

As a result, 251 lunch meals and 8 breakfast meals claimed for reimbursement were disallowed (See Exhibits B and D).

Criteria

The *United States Department of Agriculture Food and Nutrition Service Code of Federal Regulations 7 CFR Section 225.16 (d) (1) (2) (3)* states, "Sponsors shall ensure that meals served meet all of the meal pattern requirements."

The USDA Crediting Foods in the Child and Adult Care Food Program, page 62, states, "... Because of the uncertainty of the actual amount of meat/meat alternate contained in these products, they should not be used unless (1) they are CN-labeled; or (2) you obtain a Product Formulation Statement signed by an official of the manufacturer (not a salesperson) that shows how the crediting has been determined...." (Frozen/Commercially Prepared)

Recommendation

The Sponsor should ensure the menus for which meals claimed for reimbursement meet the USDA meal pattern requirements.

6. The Sponsor claimed more meals than were observed during a site visit

Condition

Holmes 0010 (feeding site)

During our on-site monitoring visit on June 19, 2019 to **Holmes** (feeding site), we observed eight breakfast meals served during the approved time in TIPS. The Sponsor claimed 11 breakfast meals. The Sponsor over reported and claimed three (3) breakfast meals that we did not observe served. Those three breakfast meals were disallowed.

As a result, three (3) breakfast meals claimed for reimbursement were disallowed. (See Exhibit B)

Criteria

Title 7 of the Code of Federal Regulations, Section 225.9 (d) (5) states, "... In submitting a claim for reimbursement, each sponsor shall certify that the claim is correct and that records are available to support this claim..."

Title 7 of the Code of Federal Regulations, Section 225.15 (c) (1) states, "Sponsors shall maintain accurate records justifying all meals claimed and documenting that all Program funds were spent only on allowable Child Nutrition Program costs. Failure to maintain such records may be grounds for denial of reimbursement for meals served and/or administrative costs claimed during the period covered by the records in question..."

The USDA SFSP Administration Guide, page 139, states, "All sponsors must use daily site records in order to document the number of Program meals they have served to children. The sponsor must provide all necessary record sheets to the sites. Site supervisors are then responsible for keeping the records each day. The site personnel must complete the records based on actual counts taken at each site for each meal service on each day of operation. Site personnel must be sure that they record all required counts."

The USDA SFSP Administration Guide, page 139, states, "It is critical that site personnel and monitors understand the importance of accurate point-of service meal counts. Only complete meals served to eligible children can be claimed for reimbursement. Therefore, meals must be counted at the actual point of service..."

Recommendation

The Sponsor should ensure that feeding site personnel perform and submit accurate meal count sheets and the Sponsor should ensure that the Claim for Reimbursement is completed correctly based on accurate and proper supporting documentation.

7. The Sponsor claimed 41 lunch meals and 15 supper meals for reimbursement that we did not observed during our on-site monitoring visit to the feeding site

Condition

Holmes 0010 (*feeding site*)

During our on-site visit on July 8, 2019 to observe a lunch meal service at **Holmes** (feeding site), we observed only two lunch meals served during the approved time in TIPS, 1:30 PM-2:30 PM. The Sponsor claimed 43 lunch meals for reimbursement. The feeding site personnel stated that there were 41 lunch meals served prior to our arrival for which we could not verify. Therefore, the 41 lunch meals claimed for reimbursement were disallowed.

As a result, 41 lunch meals claimed for reimbursement will be disallowed. (See Exhibit D)

Chandler Park 0015

During our on-site visit on July 18, 2019 to **Chandler Park** (feeding site) to observe a supper meal service, we noted seven (7) supper meals served during the approved time in TIPS, 5:45

PM-6:45 PM. The Sponsor claimed 22 supper meals for reimbursement. The Sponsor representative stated that there were 15 supper meals served prior to our arrival for which we could not verify. Therefore, 15 supper meals claimed for reimbursement were disallowed.

As a result, 15 supper meals claimed for reimbursement will be disallowed. (See Exhibit F)

Criteria

The *United States Department of Agriculture Food and Nutrition Service Code of Federal Regulations*, 7 CFR Section 225.16 (c) (3) and (4) states, "Meals served outside of the period of approved meal service shall not be eligible for Program payments. Any permanent or planned changes in meal service periods must be approved by the State agency.

The United States Department of Agriculture (USDA) Food and Nutrition Service (FNS) Summer Food Service Program 2016 *Administration Guide* for sponsors, page 60, states sponsors must "Serve meals during the meal service times submitted on the Site Information Sheet and approved by the State agency. The State agency must approve any changes in meal service times.

Recommendation

The Sponsor should ensure all meals are served within the approved time listed in TIPS.

8. The Sponsor did not complete Racial and Ethnic Data Forms during SFSP operation

Condition

During our on-site monitoring visit to the Sponsor on September 11, 2019, we noted that the Racial and Ethnic Data forms for all feeding sites operated during the summer were completed during the pre-operational visits and not during the feeding sites actual operational dates.

Criteria

The USDA FNS Code of Federal Regulations 7 CFR Section 225.7 (g)(1) states, "Each State Agency shall comply with all requirements of title VI of the Civil Rights Act of 1964, title IX of the Education Amendments of 1972, section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, and the Department's regulations concerning nondiscrimination(7 CFR parts 15, 15a and 15b), including requirements for racial and ethnic participation data collection, public notification of the nondiscrimination policy, and reviews to assure compliance with such policy, to the end that no person shall, on the grounds of race, color, national origin, sex, age, or disability, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under, the Program."

The United States Department of Agriculture (USDA) Food and Nutrition Service (FNS) Summer Food Service Program 2016 *Administration Guide* for Sponsors, page 122, states

"Each year, every sponsor must determine the number of potentially eligible participants by racial/ ethnic category for the area served. This information may be obtained from census data or public school enrollment data. The sponsor also must collect ethnic/racial category data each year by ethnic/racial category for each site under the sponsor's jurisdiction. Sponsors of residential camps must collect and maintain this information separately for each session of the camp. For all other sites, the sponsor must count the participating children at least once during the site's operation."

Recommendation

The Sponsor should complete the Racial and Ethnic Data Form at all feeding sites during the feeding sites operation to properly complete the racial and ethnicity of the participants.

9. The Sponsor did not conduct monitoring of its feeding sites as required

Condition

The Sponsor did not complete the first week monitoring within 7 days as required. The Sponsor conducted the first week visit close to the end of summer operation. Below is a summary of the deficiency:

- Castalia start date on 07/13/19; the first week completed 07/24/19
- Chandler Park start date 07/13/19; the first week completed 07/26/19
- Emeral Ridge Winchester start date 07/13/19; the first week completed 07/24/19
- Lenow Park start date 07/13/19; the first week completed 07/25/19

In addition, the Sponsor did not complete all the required questions for the first four week monitoring form for all feeding sites operating during the summer. The first four week review form used by the Sponsor had 3 pages and the Sponsor only completed the first two pages.

Criteria

The *United States Department of Agriculture (USDA) Food and Nutrition Services (FNS) Code of Federal Regulations 7 CFR 225.15 (d) (2)* states, "Sponsors shall visit each of their sites at least once during the first week of operation under the Program and shall promptly take such actions as are necessary to correct any deficiencies."

The USDA FNS Code of Federal Regulations 7 CFR Section 225.15 (d) (3) states "Sponsors shall review food service operations at each site at least once during the first four weeks of Program operations, and thereafter shall maintain a reasonable level of site monitoring. Sponsors shall complete a monitoring form developed by the State agency during the conduct of these reviews."

The United States Department of Agriculture (USDA) Food and Nutrition Service (FNS) Summer Food Service Program 2016 Administration Guide for Sponsors, page 118, states "Sponsors must conduct a review of the foodservice at least once in the first four weeks of Program operations. If a site operates less than four weeks, the sponsor must still conduct a review. After this initial period, sponsors must conduct a "reasonable" level of monitoring."

Recommendation

The Sponsor should complete all required monitoring of the feeding sites and properly.

10. The Sponsor did not take the opportunity to avoid paying sales tax

Condition

The Sponsor paid \$22.54 in sales taxes for seven purchases in June 2019, \$602.57 for five purchases in July 2019, and \$668.10 for five purchases in July 2019. As a non-profit tax exempt agency, the Sponsor has not taken the steps to avoid paying sales taxes where applicable

Criteria

The Internal Revenue Service grants federal tax-exempt status to charitable organization that meets the requirements of section 501(c)(3) of the tax code. Nonprofit status is conferred under state laws. In some states, nonprofit organizations are eligible for exemptions from sales taxes. Tennessee Department of Revenue (Sales and Use Tax Guide) Page 42, states "this certificate (Certificate of Exemption form for nonprofit organization and institutions) is used by non-governmental organizations, that have been issued a certification of exemption by the Commissioner of Revenue to purchase free of tax goods and taxable service that the organizations will use, consume..."

Recommendation

The Sponsor should implement procedures to avoid paying sales taxes.

11. The Sponsor's menu did not specify some of the components served

Condition

The Sponsor provided menus that did not show what type of fruit was served or if the juice served was 100% juice.

Criteria

Food & Nutrition Service (FNS) 796-2, Rev. 4, states, "Menu records that identify the meal components served to participants must be maintained. Menu records must be updated to reflect changes to planned menus so that the menu records reflect the actual meal components and foods service to participants."

Recommendation

The Sponsor should ensure that the type of food served is listed on the menu.

12. The numbers of operational days reported for feeding sites were incorrect

Condition

The Sponsor reported 16 days of operation for **Holmes** for June 2019. However, based on review of the Sponsor's records we identified 15 days of operation. (See Exhibit B)

The Sponsor reported 17 days of operation for **Holmes** for July/August 2019. However, based on review of the Sponsor's records we identified 30 days of operation. (See Exhibit D)

The Sponsor reported 17 days of operation for **Chandler Park** for July 2019. However, based on review of the Sponsor's records we identified 16 days of operation. (See Exhibit F)

Criteria

The *United States Department of Agriculture Food and Nutrition Service Code of Federal Regulations, 7 CFR Section 225.9 (d) (5)* states each sponsor shall certify that the claim is correct and that records are available to support this claim.

Recommendation

The Sponsor should ensure the number of operating days reported is correct for each feeding site.

Observation

The Sponsor did not maintain a consolidated meal count for meals served for SFSP.

Technical Assistance

Technical Assistance was provided to the Sponsor regarding keeping a consolidated meal counts to keep accurate records, listing actual components served on the menu, completing all monitoring forms, racial ethnic data completed during days of operation and submit documentation to program concerning heat advisory.

Disallowed Meals Cost

Based on the review, we determined that the Sponsor's noncompliance with the applicable Federal and State regulations that govern the SFSP resulted in a total disallowed cost of \$2,523.41 (See exhibits I and J).

Corrective Action

The Sponsor must complete the following actions within 30 days from the date of this report:

- Log into the Tennessee Information Payment System (TIPS) and revise the claim submitted for June 2019 and July 2019, which contains the verified claim data from the enclosed exhibits.
- Remit a check payable to the ***Tennessee Department of Human Services*** in the amount noted in the report for recovery of the amounts disallowed in this report. ***Please return the attached billing notice with your check;*** and
- Prepare and submit a corrective action plan to address the deficiencies identified in this report. The corrective action plan template is attached. Please return the corrective action plan to:

AuditServices.CAPS.DHS@tn.gov

If you have questions relative to the corrective action plan please contact:

Allette Vayda, Director of Operations
Summer Food Service Program
James K. Polk Building, 15th Floor
505 Deaderick Street
Nashville, Tennessee 37243
Allette.Vayda@tn.gov
(615) 313-3769

Please mail your check and the billing notice to:

Summer Food Service Program
Fiscal Services
James K. Polk Building, 16th Floor
505 Deaderick Street
Nashville, Tennessee 37243

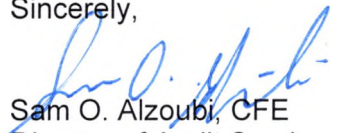
In accordance with the federal regulation found at 7 CFR Part 225.13, your institution may appeal the amount of disallowed cost identified in this monitoring report. The procedures for submitting an appeal are enclosed. The appeal must be submitted to:

Tennessee Department of Human Services
Appeals and Hearings Division, Clerk's Office
P.O. Box 198996
Nashville, TN 37219

If the Institution decides to appeal the amount of disallowed administrative and meal cost, all appeal procedures must be followed as failure to do so may result in the denial of your request for an appeal.

We appreciate the assistance provided during this review. If you have any questions regarding this report, please contact Sean Baker, Audit Director 2, at 615-313-4727 or Sean.Baker@tn.gov.

Sincerely,


Sam O. Alzoubi, CFE
Director of Audit Services

Exhibits

cc: Allette Vayda, Director of Operations, Summer Food Service Program
Debra Pasta, Program Manager, Summer Food Service Program
Elke Moore, Administrative Services Assistant 3, Summer Food Service Program
Constance Moore, Program Specialist, Summer Food Service Program
Marty Widner, Program Specialist, Summer Food Service Program
Comptroller of the Treasury, State of Tennessee

Exhibit A**Summary of Total Claimed and Reconciled Meals****Sponsor: Open Door Inc.****Review Month/Year: June 2019****Claim Reimbursement Total: \$6,955.32**

Site Meal Service Activity	Reported on Claim	Reconciled Meals to Meal Counts Sheets
Total Number of Days Food Served	16	15
Number of Participating Sites for Lunch Meal	1	1
Number of 1 st Breakfast Meals Served	1,044	1,008
Number of 1 st Lunch Meals Served	1,130	978

Exhibit B**Sponsor: Open Door Inc.****Site: 0010 Holmes****Review Month/Year: June 2019**

Site Meal Service Activity and Monitor Reconciliation	Reported on Claim	Reconciled to Documentation
Total Number of Days Food Served	16	15
Number of 1 st Breakfast Meals Served	1,044	1,008
Number of 1 st Lunch Meals Served	1,130	978

Exhibit C**Summary of Total Claimed and Reconciled Meals****Sponsor: Open Door Inc.****Review Month/Year: July/August 2019****Claim Reimbursement Total: \$30,223.21**

Site Meal Service Activity	Reported on Claim	Reconciled Meals to Meal Counts Sheets
Total Number of Days Food Served	17	31

Number of Participating Sites for Breakfast Meals	1	1
Number of Participating Sites for Lunch Meals	2	2
Number of Participating Sites for Supper Meals	3	3
Number of 1 st Breakfast Meals Served	2,178	2,160
Number of 1 st Lunch Meals Served	3,501	3,160
Number of 1 st Supper Meals Served	2,753	2,651

Exhibit D

Sponsor: Open Door Inc.

Site: 0001 Holmes (Sample)

Review Month/Year: July/August 2019

Site Meal Service Activity and Monitor Reconciliation	Reported on Claim	Reconciled to Documentation
Total Number of Days Food Served	17	31
Number of 1 st Breakfast Meals Served	2,178	2,160
Number of 1 st Lunch Meals Served	2,255	2,001

Exhibit E

Sponsor: Open Door Inc.

Site: 0014 Emeral Ridge Winchester (Sample)

Review Month/Year: July 2019

Site Meal Service Activity and Monitor Reconciliation	Reported on Claim	Reconciled to Documentation
Total Number of Days Food Served	17	17
Number of 1 st Lunch Meals served	1,246	1,159

Exhibit F

Sponsor: Open Door Inc.

Site: 0015 Chandler Park (Sample)

Review Month/Year: July 2019

Site Meal Service Activity and Monitor Reconciliation	Reported on Claim	Reconciled to Documentation
Total Number of Days Food Served	17	16
Number of 1 st Supper Meals served	851	781

Exhibit G

Sponsor: Open Door Inc.

Site: 0016 Lenow Park

Review Month/Year: July 2019

Site Meal Service Activity and Monitor Reconciliation	Reported on Claim	Reconciled to Documentation
Total Number of Days Food Served	16	16
Number of Supper 1 st Meals served	1,147	1,139

Exhibit H

Sponsor: Open Door Inc.

Site: 0017 Castalia

Review Month/Year: July 2019

Site Meal Service Activity and Monitor Reconciliation	Reported on Claim	Reconciled to Documentation
Total Number of Days Food Served	17	17
Number of 1 st Supper Meals served	755	731

Exhibit I

Overpayment Summary

June Allowed or Disallowed Meals	X Meal Rate	Total Allowed/Disallowed
-36 Breakfast meals	\$2.2975	\$82.71
-152 Lunch meals	\$4.0325	\$612.94
Total Overpayment		\$695.65

Exhibit J

Overpayment Summary

July and August Allowed or	X Meal Rate	Total
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**STATE OF TENNESSEE
DEPARTMENT OF HUMAN SERVICES**

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BILL LEE
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DANIELLE W. BARNES
COMMISSIONER

October 22, 2019

Ms. Tamaria Wilson, Executive Director - CEO
Open Door Inc.
5163 McPherson Cove
Memphis, Tennessee 38116-8650

Notice of payment due to findings disclosed in the monitoring report for the Summer Food Service Program (SFSP).

Institution Name:	Open Door Inc.
Institution Address:	5163 McPherson Cove Memphis, Tennessee 38116-8650
Agreement Numbers:	00611
Amount Due:	\$2,523.41
Due Date:	November 22, 2019

Please remit a check or money order payable to the **Tennessee Department of Human Services** in the amount noted above by the due date to:

**Fiscal Services
James K. Polk Building, 16th Floor
505 Deaderick Street
Nashville, Tennessee 37243
Tennessee Department of Human Services**

If you have any questions regarding this notice, please feel free to contact Allette Vayda, Director of Operations at (615) 313-3769 or Allette.Vayda@tn.gov.

Thank you for your attention

**Corrective Action Plan for Monitoring Findings**

Instructions: Please print in ink or type the information to complete this document. Enter the date of birth for each Responsible Principal and/or Individual in Section B. Attach the additional documentation requested. Enter your name, title and date of signature on the last page. Please sign your name in ink.

Please return ALL pages of the completed Corrective Action Plan form.

Section A. Institution Information

Name of Sponsor/Agency/Site: Open Door Inc.	Agreement No.00611	<input checked="" type="checkbox"/> SFSP <input type="checkbox"/> CACFP
Mailing Address: 5163 McPherson Cove Memphis, Tennessee 38116-8650		

Section B. Responsible Principal(s) and/or Individual(s)

Name and Title: Ms. Tamaria Wilson, Executive Director - CEO	Date of Birth: / /

Section C. Dates of Issuance of Monitoring Report/Corrective Action Plan

Monitoring Report: 10/22/2019	Corrective Action Plan: 10/22/2019

Section D. Findings

Findings:

1. The Sponsor reported the number of meals claimed for reimbursement incorrectly, resulted in disallowance of over 200 meals claimed for reimbursement
2. The Sponsor point of service meal count sheets contained errors
3. The Sponsor provided meal count sheets that were not signed/certified by feeding site supervisor
4. The Sponsor served meals that were taken offsite
5. The Sponsor provided menus that did not meet the USDA meal pattern requirements
6. The Sponsor claimed more meals than were observed during a site visit
7. The Sponsor claimed 41 lunch meals and 15 supper meals for reimbursement that we did not observed during on-site monitoring visit to the feeding site
8. The Sponsor did not complete Racial and Ethnic Data Forms during SFSP operation
9. The Sponsor did not conduct monitoring of its feeding sites as required
10. The Sponsor did not take the opportunity to avoid paying sales tax
11. The Sponsor's menu did not specify some of the components served
12. The number of operational days reported for feeding sites were incorrect

The following measures will be completed within **30 calendar days** of my institution's receipt of this corrective action plan:

Measure No. 1: The Sponsor reported the number of meals claimed for reimbursement incorrectly resulted in disallowance of over 200 meals claimed for reimbursement

The finding will be fully and permanently corrected.

Identify the name(s) and position title(s) of the employee(s) who will be responsible for ensuring that the finding is fully and permanently corrected:

Name:

Position Title:

Name:

Position Title:

Describe below the **step-by-step** procedures that will be implemented to correct the finding:

When will the procedures for addressing the finding be implemented? Provide a timeline below for implementing the procedures (i.e., will the procedures be done daily, weekly, monthly, or annually, and when will they begin?):

Where will the Corrective Action Plan documentation be retained? Please identify below:

How will new and current staff be informed of the new policies and procedures to address the finding (e.g., Handbook, training, etc.)? Please describe below:

Measure No.2: The Sponsor point of service meal count sheets contained errors

The finding will be fully and permanently corrected.

Identify the name(s) and position title(s) of the employee(s) who will be responsible for ensuring that the finding is fully and permanently corrected:

Name:

Position Title:

Name:

Position Title:

Describe below the **step-by-step** procedures that will be implemented to correct the finding:

When will the procedures for addressing the finding be implemented? Provide a timeline below for implementing the procedures (i.e., will the procedures be done daily, weekly, monthly, or annually, and when will they begin?):

Where will the Corrective Action Plan documentation be retained? Please identify below:

How will new and current staff be informed of the new policies and procedures to address the finding (e.g., Handbook, training, etc.)? Please describe below:

Measure No. 3: The Sponsor provided meal count sheets that were not signed/certified by feeding site supervisor

The finding will be fully and permanently corrected.

Identify the name(s) and position title(s) of the employee(s) who will be responsible for ensuring that the finding is fully and permanently corrected:

Name:

Position Title:

Name:

Position Title:

Describe below the **step-by-step** procedures that will be implemented to correct the finding:

When will the procedures for addressing the finding be implemented? Provide a timeline below for implementing the procedures (i.e., will the procedures be done daily, weekly, monthly, or annually, and when will they begin?):

Where will the Corrective Action Plan documentation be retained? Please identify below:

How will new and current staff be informed of the new policies and procedures to address the finding (e.g., Handbook, training, etc.)? Please describe below:

Measure No. 4: The Sponsor served meals that were taken offsite

The finding will be fully and permanently corrected.

Identify the name(s) and position title(s) of the employee(s) who will be responsible for ensuring that the finding is fully and permanently corrected:

Name:

Position Title:

Name:

Position Title:

Describe below the **step-by-step** procedures that will be implemented to correct the finding:

When will the procedures for addressing the finding be implemented? Provide a timeline below for implementing the procedures (i.e., will the procedures be done daily, weekly, monthly, or annually, and when will they begin?):

Where will the Corrective Action Plan documentation be retained? Please identify below:

How will new and current staff be informed of the new policies and procedures to address the finding (e.g., Handbook, training, etc.)? Please describe below:

Measure No. 5: The Sponsor provided menus that did not meet the USDA meal pattern requirements

The finding will be fully and permanently corrected.

Identify the name(s) and position title(s) of the employee(s) who will be responsible for ensuring that the finding is fully and permanently corrected:

Name:

Position Title:

Name:

Position Title:

Describe below the **step-by-step** procedures that will be implemented to correct the finding:

When will the procedures for addressing the finding be implemented? Provide a timeline below for implementing the procedures (i.e., will the procedures be done daily, weekly, monthly, or annually, and when will they begin?):

Where will the Corrective Action Plan documentation be retained? Please identify below:

How will new and current staff be informed of the new policies and procedures to address the finding (e.g., Handbook, training, etc.)? Please describe below:

Measure No. 6: The Sponsor claimed more meals than were observed during a site visit

The finding will be fully and permanently corrected.

Identify the name(s) and position title(s) of the employee(s) who will be responsible for ensuring that the finding is fully and permanently corrected:

Name:

Position Title:

Name:

Position Title:

Describe below the **step-by-step** procedures that will be implemented to correct the finding:

When will the procedures for addressing the finding be implemented? Provide a timeline below for implementing the procedures (i.e., will the procedures be done daily, weekly, monthly, or annually, and when will they begin?):

Where will the Corrective Action Plan documentation be retained? Please identify below:

How will new and current staff be informed of the new policies and procedures to address the finding (e.g., Handbook, training, etc.)? Please describe below:

Measure No. 7: The Sponsor claimed 41 lunch meals and 15 supper meals for reimbursement that we did not observed during our on-site monitoring visit to the feeding site

The finding will be fully and permanently corrected.

Identify the name(s) and position title(s) of the employee(s) who will be responsible for ensuring that the finding is fully and permanently corrected:

Name:

Position Title:

Name:

Position Title:

Describe below the **step-by-step** procedures that will be implemented to correct the finding:

When will the procedures for addressing the finding be implemented? Provide a timeline below for implementing the procedures (i.e., will the procedures be done daily, weekly, monthly, or annually, and when will they begin?):

Where will the Corrective Action Plan documentation be retained? Please identify below:

How will new and current staff be informed of the new policies and procedures to address the finding (e.g., Handbook, training, etc.)? Please describe below:

Measure No. 8: The Sponsor did not complete Racial and Ethnic Data Forms during SFSP operation

The finding will be fully and permanently corrected.

Identify the name(s) and position title(s) of the employee(s) who will be responsible for ensuring that the finding is fully and permanently corrected:

Name:

Position Title:

Name:

Position Title:

Describe below the **step-by-step** procedures that will be implemented to correct the finding:

When will the procedures for addressing the finding be implemented? Provide a timeline below for implementing the procedures (i.e., will the procedures be done daily, weekly, monthly, or annually, and when will they begin?):

Where will the Corrective Action Plan documentation be retained? Please identify below:

How will new and current staff be informed of the new policies and procedures to address the finding (e.g., Handbook, training, etc.)? Please describe below:

Measure No. 9: The Sponsor did not conduct monitoring of its feeding sites as required

The finding will be fully and permanently corrected.

Identify the name(s) and position title(s) of the employee(s) who will be responsible for ensuring that the finding is fully and permanently corrected:

Name:

Position Title:

Name:

Position Title:

Describe below the **step-by-step** procedures that will be implemented to correct the finding:

When will the procedures for addressing the finding be implemented? Provide a timeline below for implementing the procedures (i.e., will the procedures be done daily, weekly, monthly, or annually, and when will they begin?):

Where will the Corrective Action Plan documentation be retained? Please identify below:

How will new and current staff be informed of the new policies and procedures to address the finding (e.g., Handbook, training, etc.)? Please describe below:

Measure No. 10: The Sponsor did not take the opportunity to avoid paying sales tax

The finding will be fully and permanently corrected.

Identify the name(s) and position title(s) of the employee(s) who will be responsible for ensuring that the finding is fully and permanently corrected:

Name:

Position Title:

Name:

Position Title:

Describe below the **step-by-step** procedures that will be implemented to correct the finding:

When will the procedures for addressing the finding be implemented? Provide a timeline below for implementing the procedures (i.e., will the procedures be done daily, weekly, monthly, or annually, and when will they begin?):

Where will the Corrective Action Plan documentation be retained? Please identify below:

How will new and current staff be informed of the new policies and procedures to address the finding (e.g., Handbook, training, etc.)? Please describe below:

Measure No. 11: The Sponsor’s menu did not specify some of the components served

The finding will be fully and permanently corrected.

Identify the name(s) and position title(s) of the employee(s) who will be responsible for ensuring that the finding is fully and permanently corrected:

Name:

Position Title:

Name:

Position Title:

Describe below the **step-by-step** procedures that will be implemented to correct the finding:

When will the procedures for addressing the finding be implemented? Provide a timeline below for implementing the procedures (i.e., will the procedures be done daily, weekly, monthly, or annually, and when will they begin?):

Where will the Corrective Action Plan documentation be retained? Please identify below:

How will new and current staff be informed of the new policies and procedures to address the finding (e.g., Handbook, training, etc.)? Please describe below:

Measure No. 12: The number of operational days reported for feeding sites were incorrect

The finding will be fully and permanently corrected.
Identify the name(s) and position title(s) of the employee(s) who will be responsible for ensuring that the finding is fully and permanently corrected:

Name: Position Title:

Name: Position Title:

Describe below the **step-by-step** procedures that will be implemented to correct the finding:

When will the procedures for addressing the finding be implemented? Provide a timeline below for implementing the procedures (i.e., will the procedures be done daily, weekly, monthly, or annually, and when will they begin?):

Where will the Corrective Action Plan documentation be retained? Please identify below:

How will new and current staff be informed of the new policies and procedures to address the finding (e.g., Handbook, training, etc.)? Please describe below:

I certify by my signature below that I am authorized by the institution to sign this document. As an authorized representative of the institution, I fully understand the corrective measures identified above and agree to fully implement these measures within the required time frame. I also understand that failure to fully and permanently correct the findings in my institution's CACFP or SFSP will result in its termination from the program, and the placement of the institution and its responsible principals on the National Disqualified List maintained by the U.S. Department of Agriculture.

Printed Name of Authorized Institution Official:

Position:

Signature of Authorized Institution Official: _____

Date: / /

Signature of Authorized TDHS Official: _____

Date: / /

SUMMER FOOD SERVICE PROGRAM SPONSOR APPEAL PROCEDURES

7 C.F.R. § 225.13 governs appeals in the Summer Food Service Program and the maximum time limit for processing appeals is nineteen (19) calendar days for the Summer Food Service Program as follows:

1. The Department shall notify the appellant (Sponsor) in writing of the grounds upon which the Department has based the action. The Department's notice of action shall be sent by certified mail, return receipt requested, and shall also state that the sponsor or food service management company has the right to appeal the Department's action.
2. Appealable actions are outlined in 7 C.F.R. § 225.13(a) and are: A denial of an application for participation; a denial of a sponsor's request for an advance payment; a denial of a sponsor's claim for reimbursement (except for late submission under 7 CFR § 225.9(d)(6)); the Department's refusal to forward to FNS an exception request by the sponsor for payment of a late claim or a request for an upward adjustment to a claim, a claim against a sponsor for remittance of a payment, the termination of the sponsor or a site, a denial of a sponsor's application for a site, a denial of a food service management company's application for a site; of a food service management company's registration, if applicable.
3. The time period allowed for filing the appeal where actions are appealable as specified in 7 C.F.R. § 225.13(a) is ten (10) calendar days from the date on which the notice of action sent by certified mail return receipt requested is received.
4. The appeal must be in writing and must conform to the requirements outlined in 7 C.F.R. § 225.13(b) (4), which are set forth in number (6) below.
5. The address to file an appeal is as follows:

**Tennessee Department of Human Services
Appeals and Hearings Division, Clerk's Office
P.O. Box 198996
Nashville, TN 37219-8996
Toll Free. (866) 757-8209
Local (615) 744-3900
Fax. (866) 355-6136
AppealsClerksOffice.DHS@tn.gov**

6. The appellant is allowed to refute the charges in the notice of action in person, or by filing written documentation with the review official. If the appeal letter does not specifically request a hearing, a review of written documentation in lieu of a hearing will occur. To be considered, written documentation must be submitted by the appellant within seven (7) calendar days of submitting the appeal. An appellant is allowed the

opportunity to review information upon which the action described in the notice of action was based.

7. If the appellant requested a hearing in the appeal letter, the appellant shall be given at least five (5) calendar days advance written notice by certified mail, return receipt requested, of the date, time, and place of hearing.
8. If the appellant requested a hearing in the appeal letter, the hearing will be conducted within fourteen (14) calendar days of the receipt of the appeal. However, the hearing will not be held before the appellant's written documentation is received where the appellant has requested to submit the written documentation. The appellant may retain legal counsel or may be represented by another person. If the appellant institution or sponsoring agency is a corporation, partnership or other legally created entity, then the sponsoring institution or agency must be represented by an attorney. Otherwise, the individual representing the agency will have limited participation in the hearing. If the appellant institution or sponsoring agency is a natural person (not a corporation, partnership or other artificial entity), he/she may retain an attorney, represent themselves or be represented by another person. Failure of the appellant's representative to appear at a scheduled hearing shall constitute the appellant's waiver of the right to a personal appearance before the review official, unless the review official agrees to reschedule the hearing. A representative of the State agency shall be allowed to attend the hearing to respond to the appellant's testimony and written information and to answer questions from the review official. The review officer shall be independent of the original decision-making process.
9. Within five (5) working days after receiving the written documentation, and where a hearing was not requested in the appeal letter, the administrative review official, based on a full review of the administrative record, will inform the appellant, by certified mail, return receipt requested, of the official's determination.
10. Within five (5) working days after the hearing has been held, when a hearing was requested in the appeal letter, the hearing official, based on a full review of the administrative record, will inform the appellant, by certified mail, return receipt requested, of the official's determination.
11. 7 CFR. § 225.13(11) requires the Program's administrative action to remain in effect during the appeal process.
12. Participating sponsors and sites may continue to operate during an appeal of a termination.
13. Reimbursement shall be paid for meals served during the appeal process if the administrative review determination overturns the Program's administrative action that was appealed.

14. If the sponsor or site has been terminated for the reason of imminent dangers to the health or welfare of children, the operation shall not be allowed to continue during the appeal process and this reason shall be specified in the notice of action.
15. The review official will make a determination based on information provided by the State agency and the appellant, and on Program regulations.
16. The determination made by the hearing official is the final administrative determination provided under 7 225.13(12), and will become the Final Order and set forth the time limits for seeking judicial review.